

Senate Finance and Public Administration Standing Committee
ANSWERS TO QUESTIONS ON NOTICE
ADDITIONAL ESTIMATES – 24 FEBRUARY 2009

Human Services Portfolio

Department/Agency: Centrelink

Outcome/Output Group: Outcome 1/Output Group 1.1

Topic: Customer numbers and entitlements

Senator: Boyce

Question reference number: HS13

Type of question: Written

Date set by the committee for the return of answer: 9 April 2009

Question:

HS13: **BOYCE** - On page 10 of Centrelink's Annual Report for 2007/08, Centrelink states that it has 6.52 million customers and makes 9.98 million individual entitlements.

HS13a: How many customers (or recipients of payments) did Centrelink have at the end of December 2008?

HS13b: How many customers/recipients does Centrelink expect to have at the end of 2009?

HS13c: How many individual payments did Centrelink make during 2008?

HS13d: What will this number be expected to be at 31 March 2009?

HS13e: What percentage of Australians actually receive some sort of benefit paid from Centrelink?

HS13f: What is the total number of customers (recipients of benefits administered by Centrelink) in 06-07, the total number of customers in 07-08 and the predicted number of customers in 08-09?

HS13g: If, "net recipients of welfare payments" is taken to mean persons who's total financial payments from Centrelink in one financial year, under any form of Commonwealth benefit, is greater than the income tax paid (or expected to be paid) by that person for that financial year, then:

- a. What is the number of persons who were net recipients of welfare payments in the financial years of 2006-07, 2007-08, 2008-09 (to date)?
- b. What is the number of persons who were *not* net recipients of welfare payments in the financial years of 2006-07, 2007-08, 2008-09 (to date)?
- c. What percentage of the Australian adult population for each year do the numbers in (a) represent?
- d. What percentage of the Australian adult population for each year do the numbers in (b) represent?
- e. What percentage of the Australian workforce for each year do the numbers in (a) represent?
- f. What percentage of the Australian workforce for each year do the numbers in (b) represent?

Answer:

HS13a: Centrelink had 6.55 million customers as at 31 December 2008 (please note: this is a point-in-time count and does not include customers who are no longer in receipt of payments).

HS13b: Centrelink is unable to provide projections.

HS13c: Centrelink made 453.49 million individual payments to customers in 2008.

HS13d: Centrelink is unable to provide projections.

HS13e: Approximately 30 per cent. This figure was derived using a combination of data obtained from the Australia Bureau of Statistics population clock (as at 3 March 2009) and SuperCROSS (as at 31 December 2008). Please note this figure is only an approximation.

HS13f: 7.27 million customers were in receipt of a Centrelink administered benefit for some or all of 2006-07. 7.78 million customers were in receipt of a Centrelink administered benefit for some or all of 2007-08 (please note: figures differ from the answer in 13 a) as this is not a point-in-time count and includes all customers who were in receipt of payments in the financial year). Projected data for the 2008-09 financial year cannot be provided.

HS13g: Centrelink currently does not have the data match capability to answer this question.

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